

**Correct as at 18th May 2026. It may be superseded at any time.**

**Extract taken from:** PRS & QMS > PRS: Light vehicle repair certification > General part > Performance improvement

# 5 Performance improvement

## Requirements

What the Transport Agency expects of you	How the Transport Agency will assess your performance
5.1	<p data-bbox="344 669 852 701"><b>Commitment to continuous improvement</b></p> <p data-bbox="344 759 893 826">You are committed to improving your inspection and certification work.</p> <p data-bbox="344 860 679 891">This means that you actively:</p> <ul data-bbox="384 925 906 1182" style="list-style-type: none"><li>• identify problems and opportunities to improve</li><li>• assess the cause of problems and prioritise problems and opportunities</li><li>• address problems and opportunities according to priorities and available resources.</li></ul> <p data-bbox="344 1223 863 1368">You keep an Improvement record and record problems and opportunities to improve. All follow-up activities have been recorded in the <a href="#">Improvement record</a>.</p>
5.2	<p data-bbox="344 1496 663 1527"><b>Regular self-assessments</b></p>

You regularly assess how well you meet the Transport Agency's expectations as set out in the PRS.

The frequency of self-assessments is appropriate to the size of your business and the inspection and certification work carried out by your business. This means you carry out a self-assessment at least once a year and within two months before a scheduled review.

You record each self-assessment by completing a [Self-assessment record](#) which is filed in this folder.

You record any problems or opportunities to improve that you identify during self-assessments in your [Improvement record](#) for follow-up.

The Transport Agency will:

- talk to you
- inspect your [Self-assessment record](#)
- inspect your [Improvement record](#) to check that any problems or opportunities to improve identified during self-assessments have been recorded for follow-up.

<p><b>5.3</b></p>	<p><b>Correct handling of complaints</b></p>	
	<p>You are open to complaints and regard them as opportunities to improve.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• display or provide to your customers your complaints policy, including information on how to lodge a complaint and your customers’ right to complain to the Transport Agency</li> <li>• handle complaints in accordance with Transport Agency requirements.</li> </ul> <p>You keep a <b>Complaints record</b>, in which all verbal and written complaints are recorded.</p> <p>You record any problems or opportunities to improve that you identify in the investigation of complaints in your Improvement record for follow-up.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> <li>• inspect your complaints policy</li> <li>• talk to you</li> <li>• inspect your <b>Complaints record</b> to check that any complaints against you, including any complaints raised with the Transport Agency, have been recorded and handled in accordance with Transport Agency requirements</li> <li>• inspect your <b>Improvement record</b> to check that any problems or opportunities to improve identified in the investigation of complaints have been recorded for follow-up.</li> </ul>
<p><b>5.4</b></p>	<p><b>Commitment to the PRS</b></p>	
	<p>You are committed to making the PRS work in and for your business.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• actively use the system for improving your inspection and certification work</li> <li>• are open about your problems and achievements</li> <li>• fully cooperate during regular performance reviews.</li> </ul>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> <li>• talk to you</li> <li>• assess your level of cooperation during reviews.</li> </ul>

## Scores

Score				
0	1	2	3	
5.1	<p><b>Commitment to continuous improvement</b></p>			
	<p>You and/or most of your staff show <b>little or no commitment</b> to improving your inspection and certification work.</p> <p>This means you and most of your staff do not make efforts to identify problems and opportunities to improve. You are often not even aware of the problems you have.</p>	<p>You and most of your staff show <b>some commitment</b> to improving your inspection and certification work.</p> <p>This means you are aware of:</p> <ul style="list-style-type: none"> <li>• some problems and opportunities to improve, and</li> <li>• the causes of the problems and what you need to do to address them.</li> </ul> <p>However, although you work around the problems, you regularly do not:</p> <ul style="list-style-type: none"> <li>• record them in your <a href="#">Improvement record</a>, or</li> <li>• work actively to address them properly.</li> </ul>	<p>You show an <b>adequate level of commitment</b> to improving your inspection and certification work.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• actively identify and prioritise problems and opportunities to improve, and</li> <li>• assess the cause of problems and identify what you need to do to address them.</li> </ul> <p>However, you do not always:</p> <ul style="list-style-type: none"> <li>• address the problems and opportunities as promptly as you could, or</li> <li>• record all problems, opportunities and follow-ups in your <a href="#">Improvement record</a>.</li> </ul>	<p>You are <b>fully committed</b> to improving your inspection certification work.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• actively identify and prioritise problems and opportunities to improve, and</li> <li>• assess the cause of problems and identify what you need to do to address them, and</li> <li>• address problems and opportunities according to available resources, and</li> <li>• record all problems, opportunities and follow-ups in your <a href="#">Improvement record</a>.</li> </ul>
5.2	<p><b>Regular self-assessments</b></p>			

<p>You <b>do not assess</b> how well you meet the Transport Agency's expectations as set out in the PRS. This means there is no evidence of your carry out self-assessments</p>	<p>You <b>sometimes assess</b> how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you carry out some self-assessments but you do not:</p> <ul style="list-style-type: none"> <li>• carry out self-reviews regularly (ie at least once a year and before scheduled reviews), or</li> <li>• document self-assessments by completing a <a href="#">Self-assessment record</a>.</li> </ul>	<p>You <b>regularly assess</b> how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you carry out self-assessments at least once a year (or more often as appropriate to the size of your business and the inspection and certification work carried out by your business).</p> <p>However, you do not always:</p> <ul style="list-style-type: none"> <li>• carry out self-assessments before scheduled performance reviews, or</li> <li>• document self-assessments by completing a <a href="#">Self-assessment record</a>, or</li> <li>• record in your <a href="#">Improvement record</a> problems or opportunities to improve that you identify in self-assessments.</li> </ul>	<p>You <b>regularly assess</b> how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• carry out self-assessments at least once a year (or more often as appropriate to the size of your business and the inspection and certification work carried out by your business), and</li> <li>• carry out self-assessments before scheduled performance reviews, and</li> <li>• document each self-assessment by completing a <a href="#">Self-assessment record</a>, and</li> <li>• record in your <a href="#">Improvement record</a> problems or opportunities to improve that you identify in self-assessments.</li> </ul>
<p>5.3</p>	<p><b>Correct handling of complaints</b></p>		

<p>You are not open to complaints and your handling of complaints is <b>inadequate</b>.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	<p>You are not open to complaints and your handling of complaints is <b>barely adequate</b>.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• have a complaints policy but that policy is not correctly communicated to your customers because your display does not accurately reflect your policy, or</li> <li>• regularly do not handle complaints in accordance with Transport Agency requirements (eg you regularly exceed the time frames set by the Transport Agency for responding to complaints), or</li> <li>• regularly fail to record complaints in your <a href="#">Complaints record</a>, or</li> <li>• do not record any problems or opportunities to improve that you identify in the investigation of complaints in your <a href="#">Improvement record</a> and follow up on them.</li> <li>•</li> </ul>	<p>You are open to complaints and your handling of complaints is <b>adequate</b>.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• display your complaints policy to your customers, including information on how to lodge a complaint and your customers' right to complain to the Transport Agency, and</li> <li>• usually handle complaints in accordance with Transport Agency requirements, and</li> <li>• keep a <a href="#">Complaints record</a> in which you record most complaints.</li> </ul> <p>However, you do not always record in your <a href="#">Improvement record</a>, and follow up on, the problems or opportunities to improve that you identify in the investigation of complaints.</p>	<p>You are open to complaints, handle them correctly, and regard them as opportunities to improve.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• display to your customers your complaints policy, including information on how to lodge a complaint and your customers' right to complain to the Transport Agency, and</li> <li>• handle complaints in accordance with Transport Agency requirements, and</li> <li>• keep a <a href="#">Complaints record</a> in which you record all verbal and written complaints, and</li> <li>• record in your <a href="#">Improvement record</a> any problems or opportunities to improve that you identify in the investigation of complaints.</li> </ul>
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### Commitment to the PRS

You show **little or no commitment** to making the PRS work in and for your business.

This means you do not:

- use the system for improving your inspection and certification work, or
- share your problems and achievements with Transport Agency Transport Officers, or
- cooperate in Transport Agency reviews.

You show **some commitment** to making the PRS work in your business but there is little evidence that you actively use it to improve your inspection and certification work.

This means:

- you make some efforts to use the system in your business, but mostly to satisfy Transport Agency reviewers, and
- there is a basic level of cooperation in Transport Agency reviews but there is a reluctance to share problems with Transport Agency Transport Officers.

You show an **adequate level of commitment** to making the PRS work in and for your business.

This means you:

- actively use most aspects of the system for improving your inspection and certification work, although you do not use the system to its full extent, and
- are usually open about your problems and achievements, although some staff are reluctant to share problems with Transport Agency Transport Officers, and
- show a good level of cooperation in Transport Agency reviews.

You are **fully committed** to making the PRS work in and for your business.

This means you:

- actively use the system for improving your inspection and certification work, and
- are open about your problems and achievements, and
- fully cooperate in Transport Agency reviews.